Incident Reporting as Per DDA and Agency Practice and Procedure

The Arc Prince George’s County

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What is an Incident Report?

- A legal and written report that documents an incident or event that occurs within a DDA provider agency or to an individual that is receiving DDA funding.
When Should an Incident Report Be Completed?

- As soon as possible after the event has been stabilized.
- By the end of your shift that day
Who Should Complete the Report?

- Any agency staff who observed or witnessed the incident is responsible for completing a report.
  - This includes but is not limited to staff who witness, discover, or are informed of an incident.
Different Types of Reportable Incidents

- All incidents need to be reported and if you are ever unsure of what you need to do, it is your responsibility to contact your supervisor for clarifications:
  - Types of Reportable Incidents
    - Internal
      - Emergency room relocate, emergency room visit, emergency use of restrictive controls, fire, inappropriate use of restraints, incidents involving police, medication error, physical injury, property destruction, suicide threat, vehicle accident, other
    - External
      - Abuse, neglect, exploitation, inappropriate use of approved restraints that result in an injury, missing person, repeated emergency use of restrictive controls, serious medication error, serious injury, suicide attempt, use of unapproved restraints, unplanned or emergency inpatient hospitalization, other
Examples of different types of incidents

- Death - Any loss of an individual regardless of cause
- Abuse - The wrongful treatment of an individual which endangers their physical or emotional wellbeing through the action or inaction of anyone (to be discussed in more detail under Abuse and Neglect section).
- Seclusion - Involuntary placement of an individual alone in a room or closed area
- Serious Physical Injury - Fracture, eye emergencies, ingesting of toxic substance, head injuries, electric shock, and other.
- Physical Injury - Ingesting of non food substance, blisters, burns (1st and 2nd degree), sprain, concussion, sunburn, abrasion, allergic reaction, loss of teeth due to trauma, puncture wound, and other.
- Serious medication error/omission - any med error that could require observation or treatment by a medical professional
- Property Damage - damage no matter monetary value, this includes damage caused in community.
- Vehicle Accident - any accident involving an individual regardless of severity.
- Misappropriation of Funds - intentional or unintentional misuse of The Arc Prince George’s County funds
Who is Notified When an Incident Occurs?

- Your agency Delegating Nurse (DN) should be the first person contacted if the incident is a non-emergency medical/behavioral event.
  - Remember 911 should be contacted in life threatening emergencies
- Immediate Supervisor
- Residential/Vocational Services
- Family Members or Other Caregivers
  - The support staff on duty will notify the family member with the exceptions of alleged abuse or neglect at which point the Program Manager or Program Administrator will be responsible for notifying that family member
- Quality Assurance (QA)
What to Remember When Writing Up the Report

- Details, details, details - Ask yourself, if you were not present for the incident, would you be able to know exactly what happened by reading the report you wrote? The more details you include decreases the need for you to be contacted for additional questioning.

- Remember to be as descriptive as possible in your report including:
  - Who
  - What
  - When
  - Where
  - How

- The incident report is a legal document and should be written in a professional manner that does not include slang or profanity unless you are quoting statements from the incident.

- Report should be written in 3rd person

- All person’s such as staff and witnesses should include their first and last name as well as the title.
Key Notes to Remember When Documenting & Completing the Incident Report

- When documenting any names always use brackets and identify the title of witnesses and staff.
  - Example: [John Doe, Residential Counselor] OR [Jane Doe, Behavior Specialist]
- When documenting supported individual's name use their initials inside of brackets.
  - Example: [B.B.] OR [J.D.]
- Always make sure that you document the time of the incident.
  - time of the incident is different than discovery of an incident if it happened at 2 different times.
- If incident occurs outside of the Arc agency, make sure to include the name and address of the location.
Computer Screenshot of Incident Report on Twinsis


Did you call 911? Delegating Nurse? Supervisor? What were you instructed to do by the person you contacted?

How is the individual acting at the time this report is being written?

All the name of the staff and their title present at the time of the incident

Use individual's initials inside of brackets [B.B]
Incident Report Screenshot via iPad or Cellphone

- hearcofgc.oncims.net
- CIMS

Report incident

- Incident date: 03/11/2020
- Hour: 8, Minutes: 16, AM/PM

- Directly to QA

- Individual
  - Individual is required
  - Location

- Incident Description

- Staff Response

- Individual's Behavior

- Staff Present at the Time of the Incident
- Individuals Present at the Time of Incident

- Police Officer Name, Badge#:
Examples of Incomplete Incident Reports

❑ Katherine was eating her dinner. Staff performed the Heimlich maneuver and got the piece of cauliflower out of her throat.

❑ Valerie was bowling and had to use the bathroom all of a sudden. She began walking fast towards the bathroom. She slipped and fell on the wet floor before she got to the bathroom. When staff went to check on her, she stated that her leg was hurting and there was a bruise on her leg.

❑ Charles was vomiting and had a temperature. He was very weak and unsteady on his feet. The person at the group home transported him to the ER.

❑ At Annapolis Mall, Elizabeth was getting out of the van to go into the food court when she fell from the van onto the pavement and busted her head open. Blood was gushing all over the place and 911 was called.

❑ At approximately 6:30p, Nicky Mirage, community supports companion, arrived to take Barney and Betty out for their date. When she entered the apartment she saw smoke coming from the hallway. Then the smoke detector sounded. Betty began coughing violently by the fumes. Barney was rubbing his eyes from the smoke and complained his eyes were burning. They all left the house and waited outside for the fire trucks to arrive.
Employee Protection
(Whistleblower) Policy

❑ If any employee reasonably believes that some policy, practice or activity of The Arc Prince George’s County is in violation of the law, that employee must file a written complaint with the Executive Director or the Board President.

❑ The Executive Director or the Board President will assure that all complaints are promptly investigated and reported to the Board of Directors.

❑ An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of The Arc and provides The Arc with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described is available only to employees who comply with this requirement.

❑ (Non-retaliation) The Arc will not retaliate against an employee who, in good faith, has made a protest or raised a complaint against some practice of The Arc, or of another individual or entity with whom The Arc has a business relationship, on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate of public policy.
  • The Arc will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body any activity, policy, or practice of The Arc which the employee believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate of public policy concerning the health, safety, welfare, or protection of the environment.
See Something, Say Something. It’s Your Job.

Failure to report abuse or your suspicion of abuse is Abuse!
Actions to Take if You Notice or Suspect Abuse

- ALWAYS start by ensuring the victim is safe, stable, and receiving any additional supports that may be needed (i.e. medical attention)
- Make sure to reassure the victim that it is NOT their fault
- Alert your supervisor as soon as possible.
- Follow all proper reporting procedure as outlined in Incident Reporting. If you are unsure of the necessary procedures discuss this with your supervisor immediately.

***Click on the image to view DDA Abuse & Neglect Reporting Handout***
Right’s Violations

- Unauthorized removal of personal property
- Refusal of access to the telephone
- Opening individual’s mail
- Violating an individual’s privacy or confidentiality
Preventing Abuse

- Create a culture at your agency that holds a zero tolerance for abuse. Understand your Whistleblower policy and how it protects you. Find a copy by visiting this link: [http://thearcofpge.org/pdfs/The%20Arc%20PGC%20Updated%20Handbook%202014.pdf](http://thearcofpge.org/pdfs/The%20Arc%20PGC%20Updated%20Handbook%202014.pdf)

- Organize your agency in such a manner that it proactively assures individuals are free from serious and immediate threat to their physical and psychological health and safety.

- Hear what’s being said and what isn’t being said.

- Watch how individuals interact with their staff (Especially Body language)

- Teach and empower individuals to speak up

- Never cover it up!
Empowering to Prevent

These will make an abuser think twice about choosing their victims....

If the individual is:

- Self Confident
- Not easily intimidated/good assertiveness skills
- Good at problem solving
- Good social skills
- Knows how to self protect
- Is valued/respected by others
- Has high self-esteem/respect
- Not overly-compliant/will question authority
- Well informed about sex
Think About It:

- What about the person that claims abuse repeatedly?
- Why are they doing it?
- Is it just documented so we don’t look into it or are we providing a support to see what is triggering it?
- Could it be Post traumatic stress?
- Can your define what abuse, neglect or mistreatment is?
- What could happen to you if you do not report abuse or suspected abuse?
- How do individuals report abuse?
- When they do, are they believed? Made to feel safe?
- Does your agency actively promote respect for the individuals you serve?
- Are you allowed to speak loudly or harshly?
- Are you allowed to speak in negative and punishing threats?
References and Links

- D News. 2014. Emotional Abuse Is Far Worse Than You Think. Retrieved from YouTube videos by visiting the following link: https://www.youtube.com/watch?v=_LsaaUTyc2E

- The Board Resource Center. 2014. Abuse of People with Disabilities: A Silent Epidemic. Retrieved from YouTube videos by visiting the following link: https://www.youtube.com/watch?v=yhLsATwO0o4